

**TOWN OF ROCKY HILL
IT COMMITTEE
SPECIAL MEETING OF MAY 6, 2014**

I. CALL TO ORDER

Chairman Guy Drapeau called the May 6, 2014 special meeting of the IT Committee to order at 6:00 p.m. in the Council Chambers of Rocky Hill Town Hall, 761 Old Main Street, Rocky Hill, CT.

Those in attendance: Councilor Bill MacDonald and Councilor Frank Szeps. Also present: John Mehr (Finance Director) and John Nowakowski (IT Technician).

II. DISCUSSION & POSSIBLE ACTION - MEETING SCHEDULE (DATES/TIMES)

Chairman Guy Drapeau asked Jessica Dumas (Executive Assistant to the Town Manager) if she could help them out with this. Jessica Dumas told them that they could have this Committee's meetings after the Finance Committee ones, which typically are on the second Wednesday of each month, but sometimes these are on the third Wednesday of the month. These could start at 6:00 p.m. Chairman Guy Drapeau asked if the Finance Committee meetings are at 4:30 p.m. and Jessica Dumas said they are. Chairman Guy Drapeau said for this Committee's meetings to start at 5:30 p.m. and he asked the members of this Committee if this was good for them. Councilor Frank Szeps asked Jessica Dumas if she could put something together with regards to this and send it out to them. Jessica Dumas said she would put a meeting schedule for this Committee together for the rest of the year. Councilor Bill MacDonald said perfect.

III. DISCUSSION AND POSSIBLE ACTION: IT STUDY

Chairman Guy Drapeau said there is a lot of information in the IT Study and none of them could say if it is entirely reliable or entirely unreliable at this point. He has thoughts as to what he would like to see done in addition to this study. He asked everyone if they wanted to talk about the study first.

Councilor Bill MacDonald said there are two items. One of these is the IT budget that the Town Council had spoken about at their last budget session. He thinks they need to get a good handle on where they think they are going to be going with the IT budget prior to the revisit night of the budget. He said the other item for him is what the critical items are within this study. There were one hundred and four recommendations in it. In the IT budget, he sees that there is website content management. He said they need this because this Town's website has been horrible for years. He explained some more and then he said that he would look towards John Nowakowski to enlighten them from his understanding of the details within this study and from his experience as to what the top three things are that they have to do. John Nowakowski thinks that backup is their number one priority first and foremost. They have outpaced what they have available to

them. There are limitations to the amount of storage that they can use for backing up and this is also for the software they are using. This typically is agent based and it is semantic backup exact. This doesn't handle virtual environments very well. Chairman Guy Drapeau asked about the hardware this is on. John Nowakowski said this would need to be improved as well and he explained some more about this. Chairman Guy Drapeau confirmed with John Nowakowski that he said this would be the number one priority and John Nowakowski said yes.

Chairman Guy Drapeau asked John Nowakowski if it is correct that the switches would have to be right behind this. John Nowakowski thinks the backbone and the switches are tied together. There is really no way to separate these.

Chairman Guy Drapeau said some dollars are allocated in this current year's budget for some of these things. John Nowakowski said they have dollars allocated for one switch. Chairman Guy Drapeau asked if there is nothing allocated for backbone or anything else. John Nowakowski said there is nothing for backbone. Chairman Guy Drapeau thought they had approximately \$20,000 and John Nowakowski said that is for next year's IT budget. Councilor Bill MacDonald said they were talking about the budget for Fiscal Year 2014-2015. Chairman Guy Drapeau said they know that there is no money left for this current year. John Nowakowski referred to the budget for Fiscal Year 2014-2015 and he said that \$20,000 has been allocated for switches. This will either give them two core switches or four access switches. He said that he would probably focus on the two core switches if they are going to go with the fiber backbone. Chairman Guy Drapeau asked John Nowakowski if they still have a little bit more left in the budget for this year for an additional switch. John Nowakowski said yes. Chairman Guy Drapeau said that will be three switches then and he asked if they need a total of twenty. John Nowakowski said yes. Chairman Guy Drapeau said if they take a step back that the real question of the day is what they have inventory wise per department. He told John Nowakowski to start with the IT office and he asked what they have for the backbone. Chairman Guy Drapeau asked John Nowakowski what the age of it is, what its useful life is and how much longer the things they have currently will last in his estimation. Chairman Guy Drapeau told John Nowakowski that this will be another whole conversation if he needs someone to go in to do this for him. Chairman Guy Drapeau said they would need this information in order for them to make an educated decision about these kinds of things and then he said a step can be taken back from there for all of the machines to be looked at in every office municipality wide. This would be with regards to the ages of the machines and what kind of version of Office they are using if any. He thinks it would be in order too as to what the user is using the machine for because the machine might not have to be as new or as fast if some people are just using them to check e-mails or to print a couple of documents compared to what some other machines might have to be. He thinks this will help them in terms of software and hardware once they have this kind of a picture.

Councilor Frank Szeps said this is for cell phones, iPads and copiers, etc., also. This will be for anything the Towns owns and this will be for all of the departments. He told John Nowakowski that this is going to start off this way until they get a handle on this. Councilor Frank Szeps asked John Nowakowski what he needs so that they can have this put together in a timely manner but he didn't think that they would be expecting this in the next couple of months. Finance Director John Mehr asked Councilor Frank Szeps what he meant by copiers. Councilor Frank Szeps asked if there are any copiers other than the ones they rent that do 10,000 copies per

minute and he asked if people have color copiers sitting on their desktops. John Nowakowski said this would be no as far as copiers but yes as far as printers are concerned. Finance Director John Mehr said that copiers have been switched over to printers, as well as fax machines and scanners, etc. These are all upgraded as the leases run out and he thinks that most of the copiers are printers. John Nowakowski said that is correct. Chairman Guy Drapeau thought that Councilor Frank Szeps was asking if there are desktop printers that are sitting around the campus because this is a major cash drain. Councilor Frank Szeps said yes. Chairman Guy Drapeau said the first thing to say would be where these are and what they are used for. He can understand if there is one in Town Manager Barbara Gilbert's office because she has proprietary documents that she wants to print out. Chairman Guy Drapeau said that he can understand if there is one in Finance Director John Mehr's office too and maybe one in the RHPD but they may need to assess this if they have these all over the place. John Nowakowski told Chairman Guy Drapeau that he would agree with him 100% on that.

Councilor Frank Szeps referred to the copiers that have the leases and he asked if these should be in the IT program. Chairman Guy Drapeau said he didn't disagree and he asked Finance Director John Mehr if the copiers that they have on all of the campuses are all under one operating lease or if they are all under separate operating leases. Finance Director John Mehr said depending on the location of these that they are all under separate operating leases. The RHPD may have two copiers and an old one for a backup. The Town Hall has four copiers. The Cora J. Belden Library may have one and the Human Services Department may have one also. The Tax Collector's office and the Assessor's office share one copier. Chairman Guy Drapeau asked if they own these or if they are leasing them. Finance Director John Mehr said they are leasing them and then they are turned over to the Town when the leases are up. Some of these copiers are still in pretty good shape when they are turned over. The theory used to be to get new technology every four years but they are just going to see how long these copiers run until they die so that they can at least save on the lease payment for a couple of years. Chairman Guy Drapeau asked if they have a service contract on the copiers that are beyond their lease periods. Finance Director John Mehr said yes and they pay a per copy charge. Councilor Frank Szeps said they should probably throw this into the IT items so that they can "eyeball that".

Chairman Guy Drapeau asked Councilor Bill MacDonald what he thought. Councilor Bill MacDonald asked for the Board of Education's Technology Program to be looked at. They have a five year schedule which goes through all of the mobile devices, desktops and printers. Everything is summarized and captured in one spot. He said that this doesn't mean that the actual use and the decision of what type of unit can't be applied to the individual department but the Town is lacking the capturing of this all into one spot. He told John Nowakowski if he has time for him to speak with Jahala Grous (IT Director for the Board of Education) because they have a good format, a good process and a good way of capturing this. Councilor Bill MacDonald said not that this is the end all but he told John Nowakowski that he would hate to have him try to reinvent a spreadsheet and different categories when he could lift and load this over. John Nowakowski said okay. Councilor Bill MacDonald said the Board of Education had the same thing over the years where the teachers had their printers and they had a lot of things throughout the enterprise that they brought together. He explained more and said that the Town can go towards more of a consolidated approach in technology inventory. This will include desktops and laptops. He told John Nowakowski once he knows what they have then they can

go through and say what the aging should be and what the cycle replacement should be so that they can try to budget this through the Capital Improvement Program or however they want to do this going forward. Chairman Guy Drapeau told John Nowakowski that to have this expense living in one place will help him and it will help him to keep track of the machines and what they are doing. He thinks the silo approach for IT has gone by the wayside.

Councilor Bill MacDonald referred to how Councilor Frank Szeps had mentioned the cell phones and he said this is something else that this would be a good way to capture. Councilor Bill MacDonald mentioned how he heard at a recent Town Council meeting that a fundamental component of a Sergeant's job in the RHPD was to manage the cell phones and he said this is bizarre. He doesn't understand why that person would have any role at all with cell phones. Finance Director John Mehr said he thought that that person was just a point person to add or delete lines and he was doing this for the RHPD. Councilor Bill MacDonald said that is a Sergeant in the Police force who they are paying for his law enforcement background and not for IT and this should be within the IT focus. Chairman Guy Drapeau said this isn't just for the RHPD but he said there are individuals in other departments who have cell phones as well. He asked if the contracts for these cell phones are under one umbrella or if they are separated. Finance Director John Mehr said these are all under one. Chairman Guy Drapeau asked if everyone is under the same plan. John Nowakowski said the RHFD manages their own cell phones as well. Chairman Guy Drapeau asked if they are under the same contract and if one cell phone bill comes in each month with all of the lines on it. Councilor Frank Szeps said they have to find that out. Finance Director John Mehr said they get four cell phone bills. Chairman Guy Drapeau said this will be four contracts. Finance Director John Mehr said there is one for Town employees, one for the Board of Education, one for the RHPD and one for the RHFD. The RHFD has always had their cell phones and the RHPD just got their cell phones broken away from the Town side. The Board of Education's cell phones were broken out so that the Town can apply for the E-Rate reimbursement.

Chairman Guy Drapeau referred to the landlines. These are in two different places. One place is for the Board of Education and the other place is for the Town. Finance Director John Mehr said this is "a mountain to tackle". This has needed to be looked at for years but they haven't had a chance to. Chairman Guy Drapeau asked if this is a resource issue. Finance Director John Mehr said this is just with regards to committing the time to all of the lines and getting the right people in from the phone company. Chairman Guy Drapeau thinks the total for this is \$200,000 and he detects that there could be some savings there.

Councilor Frank Szeps said this is just fact gathering for them. He questioned where all of the things are and how they are utilizing it. He said that he wasn't making any accusations. This is all coming to them piecemeal now in each department's budget and it is very difficult for the whole system to be put together.

Chairman Guy Drapeau asked if anyone looks at the cell phone bills. Finance Director John Mehr said he does. Chairman Guy Drapeau asked if there is any test auditing done on the cell phone bills where a name can be put next to each phone number and he asked if there are no free numbers that are lingering out there. Finance Director John Mehr said there is a phone number, name and then the service, etc. There is basically a group of minutes that the Town generally

doesn't exceed. There is usually a per month service charge depending on the type of cell phone. Chairman Guy Drapeau asked when the last time was that this was negotiated. John Nowakowski said this was probably in 2010. Finance Director John Mehr said they usually go off of a State bid. Chairman Guy Drapeau guesses that it is about time for this to be looked at again.

Chairman Guy Drapeau asked the Councilors if they thought a motion should be made in the other meetings to pull the cell phones from the other departments into the IT Department as well. Finance Director John Mehr said depending what happens this evening with the Board of Education at their budget workshop that they are going to send the cell phones that are associated with them over to them, as well as their digital back office for them to manage. John Nowakowski said that connects all of their schools. Chairman Guy Drapeau said the Board of Education will then be responsible for their own cell phones and their own landlines. Finance Director John Mehr said yes because if the Superintendent wants someone to have a cell phone right now then he just calls and they put this on the bill. This ends up hitting the school facilities' budget. Chairman Guy Drapeau asked about how many lines this will leave on the Town side. Finance Director John Mehr said he wasn't sure about the hard lines. Chairman Guy Drapeau asked about the cell phone side. Finance Director John Mehr said he thinks this will be thirty-eight for Town employees, eighteen for the RHPD and maybe eleven for the RHFD. Chairman Guy Drapeau said this would be sixty-five cell phones so there would be at least seventy-five landlines or maybe more. Finance Director John Mehr said this would probably be more. Chairman Guy Drapeau thinks it would be worth having a motion made to have these cell phones pulled over but maybe not in this Committee though. Councilor Bill MacDonald said yes. He said during the budget, as they talk about trying to make the budget much more transparent as far as where the costs are going, they can ask going forward that this be formatted as such that all of these types of items be brought into one. Finance Director John Mehr said something like this would be a great project for an intern. He then said that he was sorry to say but he thinks they have other priorities where they look at the phone bill and he explained some more. There are lines all over the place. Any toll charges are only pennies' worth so he said they don't see any abuse, etc. He said this probably needs to be looked at good and maybe someone has some information on their PC that breaks out where these phone lines go. He said that they just haven't been able to dedicate that amount of time though to do this justice.

Councilor Bill MacDonald said another item that had come up was with regards to Windows XP and the fact that this isn't being supported, etc. He asked John Nowakowski if he is confident with the budget for Fiscal Year 2014-2015 that this is going to be addressed. John Nowakowski said yes. Councilor Bill MacDonald asked which item and what amount this will be in the IT budget. John Nowakowski said this would be under Technology Software Licensing (Acct. # 01101500 5343). Councilor Bill MacDonald confirmed that this is for \$17,000. John Nowakowski said yes and he said that this is jumping off of the State of Connecticut Enterprise Agreement. Chairman Guy Drapeau said \$15,000 has been added to the desktop computer budget by pulling the money from other departments and he asked John Nowakowski how many desktops he is estimating that \$40,000 will get him. John Nowakowski said this will get them approximately forty desktops because they are about \$1,000 apiece. Chairman Guy Drapeau said there are essentially about fifty desktops and he asked how many Town employees they have. John Nowakowski said they have approximately one hundred and eighty. Chairman Guy

Drapeau said this would replace one-third of them. John Nowakowski said they have seventy thin clients right now. These run off of the server so he said this will put them in a really good spot.

Chairman Guy Drapeau asked the Councilors if they had anything else. Councilor Frank Szeps referred to future agenda items for this Committee as far as the study goes and he said there are twenty items that the study addresses just for the IT Department. He said they only have an hour for this Committee's meetings so he thought they could start with the first item and start going through them to see how they can break them down to get them on the spreadsheet that all of the information is going to be compiled on. He is envisioning a spreadsheet that will have a lot of tables on it. Chairman Guy Drapeau said he (Dr. Picard) had twenty items just for the IT Department alone that were just suggestions in general. Chairman Guy Drapeau said that Dr. Picard had his priorities and he asked the Committee if they want to trust that prioritization or if they want to take another look at this to discuss this as a Committee and make their own priorities. Councilor Frank Szeps figures they can look at that and do that exactly. He said maybe the Committee's priorities won't be the same as Dr. Picard's priorities or as John Nowakowski's or Finance Director John Mehr's. Chairman Guy Drapeau said he was thinking that too and he asked John Nowakowski, as well as Finance Director John Mehr, how they felt about this. John Nowakowski said this would be fine with them.

Chairman Guy Drapeau asked John Nowakowski if he thought that he could get an inventory together for them for this Committee's next meeting, which would be thirty days from now. John Nowakowski said absolutely. Chairman Guy Drapeau said that was it for him.

Councilor Bill MacDonald said they had talked about an intern and he asked if there is money in the budget for this. He didn't know what the Town has done in the past for interns. Finance Director John Mehr said he thinks there is a position that is open in the IT Department and that should be filled as soon as possible. Councilor Frank Szeps said they have to talk about this open position. Chairman Guy Drapeau asked if there are two open positions or one. Finance Director John Mehr said there is one. Chairman Guy Drapeau said one question he had the other day was about a job description on the three positions altogether. He thinks between now and the next meeting of this Committee that it would be prudent for him and the Councilors to see what the job description looks like and the qualifications, etc. Jessica Dumas told Chairman Guy Drapeau that she could get this to him. Chairman Guy Drapeau said okay and he thinks the sooner this is, the better, because he thinks they are probably going to want to make a motion to unlock the hiring freeze as soon as possible. He said though that before they do this that he thinks it is prudent for this Committee to look at the job description as soon as possible. Jessica Dumas said she would get this out this week. Chairman Guy Drapeau told Councilor Bill MacDonald that this didn't answer his question though about the budget for the interns. Finance Director John Mehr said that he doesn't think that there is anything for interns. Chairman Guy Drapeau said they will have to deal with that and Councilor Bill MacDonald agreed. Chairman Guy Drapeau asked John Nowakowski if he thought two interns seems fair. Councilor Frank Szeps asked if interns have to be paid. John Nowakowski said they could always look at the technical schools. Councilor Bill MacDonald said if they want a good intern then they are going to have to pay and he said that he uses a lot of them. He explained that they are late in getting interns because college is done now but there still might be an opportunity for people in Rocky

Hill who may have children who have that skill set. He thinks that this would be more than just for the IT Department. He thinks that Finance Director John Mehr should have an intern because there is a lot of finance work that could be done. Councilor Bill MacDonald said maybe this is a bigger issue than just IT that they can bring up to the Town Council as far as this is concerned. He doesn't know what has been done in the past but he knows that there has been summer help. Almost every budget has part time help in it. He is confident that they have enough money that is floating around within the budget to pay for these interns. He explained that this will just be a matter of how they capture this to see what other departments other than John Nowakowski's and Finance Director John Mehr's could utilize a summer intern. Councilor Bill MacDonald explained some more. Chairman Guy Drapeau thinks the steps would be for John Nowakowski and Finance Director John Mehr to submit to them how many interns they would need and this would have to be put on their agenda to be brought to the Town Council level but he asked what their solutions would be at this point because he doesn't want to wait that long.

Councilor Frank Szeps said he had a comment to make about the interns. He mentioned that he thinks this will be beneficial as long as an intern can come in with a skill set that they can be productive with. He mentioned if the employees have to spend their time though training an intern to bring them up to a skill set that they require. He said there are also a lot of IT people who are jobless and maybe they could discuss the possibility of bringing them in for a two or three month time period if they are unsuccessful with the interns.

Finance Director John Mehr said he thinks it would be nice if they fill in the vacant position as their first priority. He said a lot of his time can be then be diverted on the actions that the Town Council will be taking this evening at the budget workshop if facilities are going to be sent back to the Board of Education. There will then be a lot of transitioning of information for personnel from over here to operating expenses over there. He said the Town also is going to have a busy summer with Capital Improvement projects, etc. They also have to get ready for the audit because June 30, 2014 is the year-end. Chairman Guy Drapeau said this sounds to be more accounting related. Finance Director John Mehr said the intern sounds like a good idea but they have some things they have to get behind them before they focus on that. He thinks if they can fill the full time vacancy in the IT Department to get another person in then they can work with John Nowakowski to come up with some ideas. Finance Director John Mehr said that maybe the IT Department initially needs an intern more than the Finance Department does at the moment. Chairman Guy Drapeau and Councilor Bill MacDonald said good.

Chairman Guy Drapeau asked if there was anything else. Councilor Frank Szeps made a motion to adjourn. Ed Chiucarello asked if he could address the Committee. Chairman Guy Drapeau said it was alright with him and he told Ed Chiucarello to come up to the podium. Ed Chiucarello, 40 Riverview Road, R.H., told the Committee that he knows they were talking about very large issues now. He wanted to talk to them about what he thinks is a "low hanging fruit" thing, which is the Town's website. He said that he had shared this with Councilor Bill MacDonald and he asked him if he had a chance to share this with the rest of the Town Council. Councilor Bill MacDonald said no. He said that they had to have this Committee's meeting first and then he will make sure that everything gets to them. Ed Chiucarello said great. He mentioned that he started to get involved with the Parks and Recreation Department in 2011 in order to try and improve Dividend Pond. Many hours were spent to fix it and it is a park now.

He had started to look at the Parks and Recreation Department's website at that point. The map on it was terrible and Dividend Pond wasn't even listed on it. He explained some more. He said that he didn't want to "throw stones" at anyone that was present this evening but that was an embarrassment and it is still to the Town. His goal, as a resident, is to try to improve the Parks and Recreation Department's website and the Town's. He said that he has developed maps himself. He had spoken to Janis Sapia (former employee of the IT Department) three years ago and he didn't get any words from her he said. Ed Chiucarello said he then had another meeting two years ago with Janis Sapia. Ed Chiucarello said he recently has spoken to Finance Director John Mehr. Ed Chiucarello said that Lisa Zerio (Director of Parks and Recreation & Custodial Staff) is all for having the Parks and Recreation Department's website done. Ed Chiucarello said that Finance Director John Mehr had told him that they would love to do this but Town Manager Barbara Gilbert and Lisa Zerio would have to sign off on it. Ed Chiucarello said he spoke to Town Manager Barbara Gilbert and she told him to talk to the IT Department. Ed Chiucarello told this Committee that maybe he wasn't in the right place but he said that he has a lot of material. He has organized the Parks and Recreation Department's website into a PowerPoint. There is a whole list of walking trails and he said the Town doesn't just have three of them. He said nothing is even in alphabetical order if someone goes to the Parks and Recreation Department's website right now. He said again that he thinks this is "low hanging fruit" and he mentioned that maybe an intern can do this. He told the Committee that he was present to start this conversation with them and he said for them to let him know if he can help in any way. He mentioned that he provided Councilor Bill MacDonald with this PowerPoint. Ed Chiucarello asked the Committee what he should do at this point. Chairman Guy Drapeau told Ed Chiucarello that he thinks this Committee is the place but that he has to wait for a couple of months because they have to get their infrastructure shored up. Chairman Guy Drapeau then said that he didn't see why they couldn't entertain this next month. Councilor Bill MacDonald said the PowerPoint could be passed around to everyone after this evening's meeting. He told Ed Chiucarello that he would be put on this Committee's agenda for its next meeting so that he could come to it and they could walk through the PowerPoint. Councilor Bill MacDonald said they might not take action on this right away but he said that things won't get done if they don't keep moving in that direction at least. He agrees that the Parks and Recreation Department's website is subpar and he said that isn't the only website that is. Ed Chiucarello said thank you. Chairman Guy Drapeau thanked Ed Chiucarello for his input.

IV. ADJOURN

Councilor Szeps moved to adjourn the meeting at 6:35 p.m. The motion was seconded by Councilor MacDonald and adopted unanimously.

Respectfully submitted,

Jo-Anne Booth
Recording Secretary
(Not present at special meeting.)